

# **Housing Resources:**

**Where to start when facing  
housing issues**



**Eviction, discrimination, tenant  
rights, foreclosure, and more...**

## **Looking for help with housing issues?**

- **Are you behind on your rent or mortgage?**
- **Are you having problems with your landlord?**
- **Are you feeling discriminated against?**
- **Not sure who can help?**

## **Helpful phone numbers:**

### **2-1-1**

When you are facing housing issues and are not sure what to do, call 2-1-1 or 1-800-543-7709. 2-1-1 is available 24/7 to give you information and referrals for local programs.

**Disability Linkage Line 1-866-333-2466**

**Senior Linkage Line 1-800-333-2433**

**Veterans Linkage Line 1-8880546-5838**

## **This Guide Is Designed To:**

- ❖ Make you aware of some of the local programs that may help with housing issues, such as eviction, foreclosure, landlord / tenant disputes, homelessness, and discrimination.

***United Way 2-1-1 provides information on and referrals to community, health, and social services. If you can not find what you are looking for here or if you need information on other programs, please call 2-1-1 or 1-800-543-7709. Inclusion of an organization in this directory does not constitute endorsement of its programs or policies by United Way 2-1-1, while exclusion does not imply disapproval.***

## **ADVOCACY**

### **Access North – Center for Independent Living of Northeastern MN**

118 E. Superior St., Duluth, MN 55802

**Phone:** (218) 625-1400

**Toll free:** (888) 625-1401

**Hours:** 8am - 4:30pm Monday - Friday

**Eligibility:** Serves people with disabilities.

**Service Description:** provides assistance, information & referral, and advocacy in the areas of affordable housing, accessibility, reasonable accommodations, as well as landlord and tenant education. Also assists with housing search.

### **All Parks Alliance For Change *Mobile Home Park Residents Advocacy and Information***

2380 Wycliff St #200 St. Paul, MN 55114

**Phone:** (651) 644-5525

**Toll Free** (855) 361-2722

**Hours:** 9am - 5pm Monday-Friday; 24 hour voice mail

**Website:** [www.allparksallianceforchange.org](http://www.allparksallianceforchange.org)

**Fees:** \$5/year per household to join, volunteer membership options for those unable to pay membership fees

**Eligibility:** Primarily serves residents of mobile home parks in Minnesota.

**Service Description:** Improve quality of life for low and moderate income people in mobile home parks. Tenants' hotline available to residents of manufactured home parks

statewide. Assists mobile home residents in organizing park groups; leadership development, training and consultation. Legislative advocacy for residents of mobile home parks

## **BUILDING INSPECTION**

### **City of Duluth** ***Life Safety Division***

615 West 1<sup>st</sup> Street

Duluth, MN 55802

**Phone:** (218) 730-4380

**Eligibility:** Residents of Duluth

Hours: 8am - 4pm Monday - Friday.

**Service Description:** Housing – inspections concerning residential dwellings, including rental inspections, request inspections, tenant complaint inspection.

## **HOME REHABILITATION**

### **Housing Resource Connection**

Central Hillside Center, 12 East Fourth Street,  
Duluth, MN 55806

**Phone:** (218) 461-4397

**Website:** [www.housingresourceconnection.org](http://www.housingresourceconnection.org)

**Hours:** 8:30 am – 4:30 pm Monday –  
Thursday; 8:00 am - 12:00 pm Friday

**Eligibility:** Some programs have geographical and income guidelines.

**Service Description:** Numerous home improvement and rehabilitation loan programs

for a variety of needs including an emergency loan program.

## **HOUSING SEARCH ASSISTANCE**

### **Arc Northland**

#### ***Housing Access Services Program***

424 W. Superior Street, Suite 201, Duluth, MN, 55802

**Phone:** (218) 726-4735

**Toll Free:** (800) 317-6475

**Eligibility:** Adult Minnesota residents of all ages who have been assessed and determined to be eligible for Minnesota Medicaid home care or waiver services and who want to move to homes of their own.

**Service Description:** Helps adults with disabilities seek and locate suitable, affordable, accessible housing. Assists with rental applications, lease agreements, and meetings with landlords.

### **Safe Haven Resource Center**

414 W. 1<sup>st</sup> Street; Duluth, MN 55802

**Phone:** (218) 623-1000

**Eligibility:** Serves women who are battered, or fear being battered and their children.

**Service Description:** Provides housing search assistance and advocacy.

## **LANDLORD / TENANT ASSISTANCE**

### **HOME Line**

#### ***Tenant Hotline***

3455 Bloomington Ave. South  
Minneapolis, MN 55407

**Phone:** (612) 728-5767

**Toll Free:** (886) 866-3546

**Hours:** 9 am – 6 pm Monday –Thursday; 9am  
- 3pm Friday

**Website:** [www.homelinemn.org](http://www.homelinemn.org)

**Eligibility:** Residents of Minnesota.

**Service Description:** Provides information and  
may provide free limited legal advice and  
assistance to tenants.

## **LEGAL**

### **Duluth Human Rights Office**

411 W. First Street, Room 410, City Hall,  
Duluth, MN 55802

**Phone:** (218) 730-5630

#### **Housing Discrimination Reporting:**

(800)765-9372 and (800) 669-9777

**TTY:** (218) 730-5630

**Eligibility:** Anyone who feels they may have  
been discriminated against in the city of Duluth  
may contact this office for assistance filing a  
complaint.

## **Legal Aid Service of Northeast Minnesota**

424 W Superior St, Suite 302, Ordean Building,  
Duluth, MN 55802

**Phone:** (218) 623-8100

**Toll Free:** (800) 622-7266

**Website:** [www.lasnem.org](http://www.lasnem.org)

**Hours:** 8:30 am – 12 pm, 1 pm - 4:30 pm  
Monday – Friday

**Service Description:** Landlord-tenant issues including leases, evictions, denials of subsidized housing, fair housing, repair issues, etc.

## **Minnesota Disability Law Center**

Board of Trade Building, 301 West 1st Street,  
Room 528, Duluth, MN 55802

**Phone:** (218) 722-5625

**TTY:** 218) 722-5625

**Website:** [www.midmnlegal.org](http://www.midmnlegal.org)

**Eligibility:** Serves those with disabilities

**Service Description:** Works with housing issues related to reasonable accommodations regarding an individual's disability.

## **Volunteer Attorney Program**

Torrey Building, 314 W. Superior St., Suite  
1000, Duluth, MN 55802

**Phone:** (218) 723-4005

**Toll Free:** (888) 529-2431

**Hours:** 8:30 am- 5 pm Monday – Friday

**Service Description:** Provides representation to eligible persons who cannot be served by Legal Aid due to conflict of interest, backlog of cases, or because the issue is one that has not been prioritized out by Legal Aid. Individuals

must be denied from Legal Aid before accessing services.

## **MORTGAGE ASSISTANCE/ FORECLOSURE PREVENTION**

### **Lutheran Social Service**

#### ***LSS Financial Counseling***

#### ***Foreclosure Prevention Counseling***

**Phone:** (218) 529-2227

**Toll Free:** (800) 777-7419

**Eligibility:** Serves NE MN and NW WI

**Service Description:** **Lutheran Social**

**Service – LSS Financial Counseling**

#### ***Foreclosure Prevention Counseling***

**Phone:** (218) 529-2227

**Toll Free:** (800) 777-7419

**Eligibility:** Serves NE MN and NW WI

**Service Description:** A program to assist those who are at risk of foreclosure understand their rights and responsibilities, identify potential strategies to keep their home, or mitigate the impact foreclosure has on families and their communities.

## **MORTGAGE PAYMENT / RENT PAYMENT ASSISTANCE**

### **MACV – Duluth**

#### ***Service for Veterans***

5209 Ramsey St, Duluth, MN 55807

**Phone:** (218) 722-8763

**Eligibility:** Serves veterans or veteran's families in Northern Minnesota who are experiencing homelessness or are in crisis.

**Service Description:** Rent/ mortgage assistance.

## **Saint Louis County Public Health and Human Services Department**

### ***Emergency Assistance***

Government Service Center, 320 W. 2<sup>nd</sup> Street, Duluth, MN 55802

**Phone:** (218) 726-2101

**Toll Free:** (800) 450-9777

**Eligibility:** St. Louis County residents; income and eligibility requirements

**Service Description:** Offers emergency assistance and can sometimes help with mortgage payment if facing foreclosure, rent to prevent an eviction or rent to end homelessness. Emergency assistance can only be used once every 18 months.

## **Salvation Army - Duluth**

215 South 27<sup>th</sup> Ave West, Duluth MN 55806

**Phone:** (218) 722-7934

**Eligibility:** On a case by case basis, serves the city of Duluth and surrounding area.

**Service Description:** Can sometimes help with mortgage payment if there is a threat of foreclosure, or help with rent to prevent an eviction, or rent to end homelessness after other resources have been exhausted.

# **SHELTERS**

## **DOMESTIC VIOLENCE SHELTERS**

### **American Indian Community Housing Organization – AICHO**

#### ***Dabinoo'igan Shelter***

**Phone:** (218)722-7247

**Eligibility:** Program serves battered women and their children. Native American preference, but any woman may call for assistance.

**Service Description:** Domestic violence shelter. Maximum 30 day stay.

### **Center Against Sexual and Domestic Abuse Inc – CASDA – Superior WI**

**Phone:** (715) 392-3136

**Toll Free:** (800)649-2921

**Website:** [www.casda.org](http://www.casda.org)

**Eligibility:** Serves victims of domestic violence, sexual assault and child abuse.

**Service Description:** Designed to provide a safe place for women (and their children) needing to escape or take time out from a violent home. CASDA's shelter is open 24 hours a day, every day of the year. Shelter residents may stay for up to 30 days. During this time, CASDA staff and volunteers provide help in exploring options, setting future goals and meeting the residents' needs.

## **Safe Haven Shelter for Battered Women**

**Phone:** (218)728-6481

**Website:** [www.safehavenshelter.org](http://www.safehavenshelter.org)

**Eligibility:** Serves women who are battered, or fear being battered and their children.

**Service Description:** Provides shelter for battered women, and if shelter is full, helps with other resources is available.

## **HOMELESS SHELTERS**

### **Chum Shelter**

125 North First Ave W, Duluth, MN 55802

**Phone:** (218) 726-0153

**Website:** [www.chumduluth.org](http://www.chumduluth.org)

**Eligibility:** Anyone can be served.

**Service Description:** provides shelter for both adults without children and families. Offers case workers, employment assistance, has a nurse on site, assists with finding and maintaining permanent housing, and is a certified ARMHS provider.

### **Harbor House Crisis Shelter**

1531 Hughitt Ave, Superior, WI

**Phone:** (715) 394-9608

**Eligibility:** Homeless single women, homeless single men with minor children, homeless single women with children, homeless families.

**Service Description:** Provides shelter for 30 days. Provides mandatory onsite case management.

**Loaves and Fishes Community – Duluth  
*Olive Branch House***

1614 Jefferson St., Duluth, MN 55812

**Phone:** (218) 728-0629

**Eligibility:** Homeless families with children, families, and single women

**Service Description:** Provides temporary shelter and meals to homeless families with children, families, and single women. Priority is given to those homeless people with no income.

**Solid Rock Safe Haven**

1004 North 6<sup>th</sup> Street, Superior, WI 54880

**Phone:** (715) 392-6264

**Eligibility:** Primarily serves Duluth/Superior area. Men only; No residency requirement: Picture ID required

**Service Description:** Emergency housing for men.

# **FAIR HOUSING IS NOT OPTIONAL, IT IS THE LAW.**

How do you recognize housing discrimination?

**Under the Fair Housing Act, based on membership of a protected class, defined as:**

**Federal Law:** Race, Color, National origin, Religion, Sex, Familial Status, Disability

**Minnesota and Duluth Law:** Race, Color, Creed, Religion, National Origin, Sex, Sexual Orientation, Marital Status, Public Assistance Status, Disability, Familial Status

## **It is Against the Law to:**

- Refuse to rent to you or sell you housing because of your membership in a protected class.
- Tell you housing is unavailable when in fact it is available.
- Show you apartments or homes only in certain neighborhoods.
- Set different terms, conditions, or privileges for sale or rental of a dwelling for persons of a protected class.
- Advertise housing to preferred groups of people only.
- Refuse to provide you with information regarding mortgage loans, deny you a

mortgage loan, or impose different terms or conditions on a mortgage loan because of your membership in a protected class.

- Conduct property appraisals in a discriminatory manner.
- Refuse to allow certain modifications or to make a reasonable accommodation for persons with a mental or physical disability, including persons with HIV/AIDS-related illnesses, and persons recovering from alcohol and substance abuse.
- Harass, coerce, or intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights.

For more information or to report housing discrimination, contact:

**Duluth Human Rights Office:**

(218) 730-5630

**MN Department of Human Rights:**

1-800-657-3704

**HUD's Office of Fair Housing and  
Equal Opportunity:**

1-800-669-9777

**Minnesota Attorney General's Office:**

1-800-657-3787

This publication is the result of the cooperative efforts of many agencies and organizations within the City of Duluth to whom our thanks goes out. The reader and user of this publication is advised that the information may from time to time change. As such it may be necessary to update this publication over time.

This publication is funded by the City of Duluth, Community Development Division through assistance of the U.S. Department of Housing and Urban Development.

Updated: April 3, 2013



This booklet is available in other formats.